

# Revolutionize Workplace Productivity

Empower the modern workforce with a mobile-first experience for IT, HR and, Facilities

## Digital Enterprise Management Solutions



### WORKPLACE TRENDS

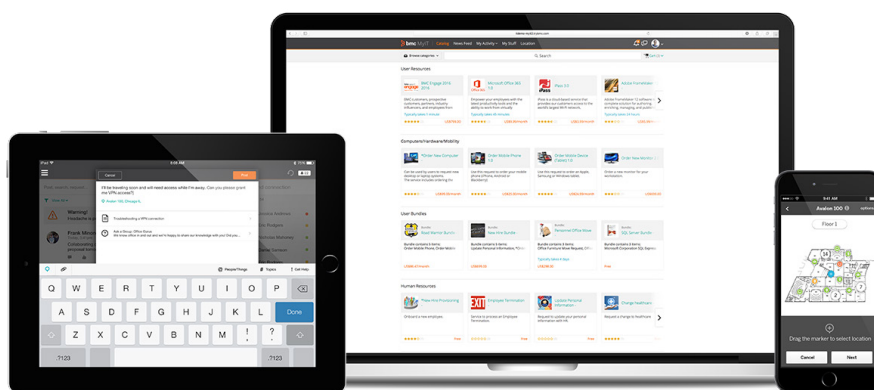
The workplace is rapidly becoming more digital, mobile, and global. By 2030, 75% of the global workforce will be Millennials, people born between the early 1980s and the early 2000s. Enterprises must get serious about satisfying their employees' expectations in the workplace, as these **younger, more tech-savvy employees** demand greater freedom in managing where, when, and how they work.

### EMPLOYMENT CHALLENGES

Employees expect their company's IT platforms to be convenient, flexible, and easy to use, similar to the consumer apps they use at home. In order to attract and retain the best talent, **companies must boost employee agility and engagement by modeling what employees use daily in their personal lives.**

### BMC SOLUTION

BMC MyIT is a self-service app that uses locations, roles, and preferences to guide employees to the answers and tools they need, quickly and easily.



 In the unified catalog, you can find the apps, hardware, and services you need for work.

### KEY BENEFITS

**BMC MyIT** is a self-service app to guide employees to the answers and tools they need—quickly and easily.

- **Improve employee productivity** by reducing time wasted on technology-related issues
- **Boost customer satisfaction** with an amazing user experience
- **Cut support costs** by deflecting level-one calls to the service desk

### KEY TAKEAWAYS

- As more Millennials enter the workforce, the workplace is rapidly becoming more digital, mobile, and global.
- Companies must provide the user experience expected by Millennials to attract and retain the best talent.
- BMC MyIT delivers a **self-service, consumer-like experience to employees, anytime, anywhere, and on any device** to make the new generation of workers more productive.

## ANALYST OPINION

“86 percent of employees lose an average of 18 hours a month—totaling more than five weeks each year—due to IT issues and the subsequent challenges in resolving them. Representing a 10 percent productivity hit, the average annual cost for each “normally” impacted employee is approximately \$3,700. That number can spike even higher for the most severely impacted employees, who lose as much as 52 percent of their productive work time.”

– Forrester Research, “Exploring Business and IT Friction: Myths and Realities,” April 2013

## CUSTOMER OPINION

“What we like with MyIT, it’s more than just an interface. It’s a customized way to access applications. What we are hoping from this project is to deliver more productivity for our end users, so that IT is not an issue anymore.”

– Karine Brunet, Head of IT Shared Services Center, Vodafone

“After the deployment of MyIT, we saw a 30 percent increase in the use of self-service for incident management and 50 percent for request management in the first few weeks alone. BMC delivered an enterprise-scale service management platform that is modern, simple, and powerful. It was just what we needed.”

– César Romo, Production Manager, Securitas Direct

“By switching to BMC’s powerful Remedy OnDemand solution as well as deploying MyIT, we deliver an enhanced support experience to our BMW and MINI dealer organization for all car services and sales related requests, while simultaneously reducing our operational cost and increasing dealer and customer satisfaction.”

– BMW



### FOR MORE INFORMATION

To learn more about BMC MyIT, please visit  
[myit.bmc.com](http://myit.bmc.com)

**BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.** Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.

**BMC – Bring IT to Life**

**BMC digital IT transforms 82 percent of the Fortune 500.**



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